

Role Description



Job Title	Community Outreach Support Officer
Service	Community Outreach Service
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To deliver the Suffolk Outreach Service across Suffolk
Base	The role will be based at our Head Office in Martlesham Heath, Suffolk
Starting Salary	£22,854
Working Hours	Full time (37.5 hours per week)

Job Overview

The Community Outreach Support Officer role will offer predominantly face-to-face support by visiting individuals at home and in the community, to facilitate their accessing community groups and activities, depending on their individual needs and preferences. Telephone support will also be delivered as part of the role.

The role will also involve working with referrers, e.g., Social Prescribers and GPs to promote the service.

Responsibilities and Duties

- Providing support to individuals to bring about positive change and improved mental health through reducing social isolation and loneliness.
- Providing flexible support using a strengths-based approach - this recognises the strengths of individuals and supports them to build upon these.
- Ensuring that support is delivered in a way that empowers individuals to take ownership of their lives.
- Casual contacts within the community to reduce isolation, such as coffee shops or wellbeing hubs.
- Accompanying people to initial attendance at activities/events such as peer support networks, walking groups, gyms, gardening activities.
- Liaising with relevant partner agencies in order to meet the needs of the individuals.
- Attending community network meetings online and face to face.
- Identifying and signposting to relevant services/activities/groups.
- The identifying of individual goals, and action planning to achieve them, using Outcomes Star to measure outcomes and progress.
- Provide updates and reports where required using a range of formats.
- Supporting volunteers in the delivery of the service.

Skills, qualifications, knowledge and understanding required

- A good working knowledge of Mental Health conditions and diagnoses.
- Risk assessment and risk management.
- An ability to work in a solution focused way.
- Ability to challenge and change entrenched patterns of behaviour.
- To develop and maintain a good working knowledge of current Mental Health services in Suffolk.
- Working to targets and deadlines.
- IT literacy.

- Safeguarding Adults and Children.

Additional requirements

- Must have a full driving licence and access to own transport as this role will involve travel across Suffolk.